

10 QUESTIONS MINUTES

to Define Who We Are as a Nation

The Census: A Snapshot

What: The census is a count of everyone residing in the United States.

Who: All U. S. residents must be counted—both citizens and non-citizens.

When: You will receive your questionnaire in March 2010 either by U. S. mail or hand delivery.

Why: The U. S. Constitution requires a national census once every 10 years to count the population and determine the number of seats each state will have in the U. S. House of Representatives.

Also, each year, the federal government allocates more than \$400 billion to states and communities based, in part, on census data.

And, census data are used to determine locations for retail stores, schools, hospitals, new housing developments and other community facilities, as well as the boundaries of state and local legislative and congressional districts.

How: Households should complete and mail back their questionnaires upon receipt. Households that do not respond may receive a replacement questionnaire in early April. Census takers will visit households that do not return questionnaires to take a count in person.

By law, the Census Bureau cannot share an individual's responses with anyone, including other federal agencies and law enforcement entities.

There will be several Questionnaire Assistance Centers throughout the city to help people if they have questions about filling out the forms. Many of these sites will be staffed by people who speak languages other than English. There will also be several "Be Counted" boxes located in the city where people who think they have not already been counted can fill out and return census forms.

For more information about the 2010 Census go to www.census.gov.

**This information will be provided in
an alternate format for people
with visual impairments.**

Published by the
City of High Point, P. O. Box 230, High Point, NC 27261
336.883.3298 www.high-point.net
March 2010

For Your Information

a newsletter from the City of High Point

E-BILLING IS HERE!

We are pleased to offer electronic billing (**E-Bill**) to our utility customers. Go green! Switch to E-Bill! It's easy, secure and **free**!

If you switch to E-Bill, each month an email will be sent to you to let you know that your bill is ready for viewing and payment. From your email notification, simply click on the links to either "View Your Utility Bill" or "Pay Your Utility Bill."

To sign up for **E-Bill**, go to www.high-point.net and click on "Utility E-Bill Presentment." You will need your utility account number and access number, which are printed on your bill.

Benefits of signing up for E-Bill

▲ You do not have to be at home to pay your utility bill. You can access your bill quickly and



INSIDE: Fats, Oils, & Grease, oh my!



E-Bill . . . continued

securely online anytime from anywhere.

▲ It makes it easy to analyze, store and print online bills in PDF format.

▲ It reduces paper clutter, stacked mail, and un-filed records.

▲ It saves trees with paperless billing.

▲ You will have no mail to open, no checks to write, no stamps to buy.

-- HOMETOWN GREEN PROGRAMS --

Home Energy Audits

The city offers free home energy audits to its residential customers to help you use electric energy more wisely.

To schedule an audit, call 883-3111, or go online to www.high-point.net and click on "Schedule a free home energy audit." A city employee will call you to make an appointment.

Audits will be conducted on weekdays, between 8 a.m. and 3 p.m. You must be present while the one-hour audit is performed.

In a few days, you will receive a written report with the results of the audit.

FAT-FREE SEWERS

How to Prevent Fats, Oils, and Greases from Damaging Your Home and the Environment

Fats, oils and greases aren't just bad for arteries and waistlines; they're bad for sewers, too.

Grease comes from meat fats, lard, oil, shortening, butter, margarine, food scraps, baking goods, sauces and dairy products. When washed down the sink, grease sticks to the insides of sewer pipes (both on your

property and in the street). Over time, it can build up and block the entire pipe.

The results can be raw sewage overflowing in your home or your neighbor's home.

You may have to pay for an expensive and unpleasant cleanup.

Raw sewage may overflow into parks, yards and streets.

Worst of all, you may come in contact with disease-causing organisms.

What can you do to help?

▲ Never pour grease down sink drains or into toilets.

▲ Scrape grease and food scraps into a can or the trash for disposal.

▲ Put baskets/strainers in sink drains to catch food scraps and other solids.

▲ Speak with your friends and neighbors about how to keep grease out of sewers.

What about restaurant and building owners?

For a grease trap or interceptor to work correctly, it must be properly:

▲ designed to handle the amount that is expected;

▲ installed (level, vented); and

▲ maintained (cleaned and serviced frequently).

Prevent fats, oils and greases from damaging your home and the environment.

(from FAT-FREE SEWERS, Water Environment Federation, 2000)

Appliance Rebates

▲ High Efficiency Heat Pump Rebate - \$400 rebates to residential customers on the High Point electric system when a high efficiency heat pump (minimum 14 SEER) is installed after January 1, 2009.

▲ Electric Water Heater Rebate - a rebate up to \$150 for customers on the High Point electric system installing an energy efficient electric hot water heater (30 gallons or more).

For more information on these programs, go online to www.high-point.net and click on "Hometown Green", or call Customer Service at 883-3111.

For more information about these and other city services, call 883-3111 or go online to www.high-point.net.

NC Public Power
City Owned Electric Service